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TNC TOPIC SUBMISSION

THIS TOPIC WAS SUBMITTED BY: Annadiana Johnson

SUBMITTED VIA ONLINE FORM ON: 10/31/23 10:03 AM

ORGANIZATION/AFFILIATION: PBOT TNC DAC Member

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TOPIC OR DESCRIPTION OF ISSUE:

Rider Fares: Transparency, Fairness, Discrimination and Reliability

HOW IS THIS IMPACTING THE INDUSTRY?

Riders and members of the public should know how their fares are calculated.

REASON FOR CONSIDERATION OR CHANGE TO THE REGULATIONS?

Fares used to be transparent. We knew how our fare was calculated based on costs per minute, mile and pick up fee. Surge pricing was a percentage increase of the per minute, mile and pick up fees. The "dynamic" pricing model used now does not indicate why two people at the same spot at the same time going to the same destination are quoted different prices.

The lack of transparency may be hiding inherent biases based on data accumulated by the TNCs including buyer behavior, demographics and locations of previous rides taken which may indicate where they live, work, socialize, shop and practice their religion.

WHAT IS THE PROPOSED SOLUTION?

1. Riders deserve to know when they call for a ride, and in their receipt afterwards, all of the component costs that go into the pricing of their rides. This should be broken out by fixed and variable costs, i.e. things that would be the same for the same ride over different conditions vs those that change.
2. As a rider I would like to know how much the driver gets of what I'm paying. This is important to me because, for the most part I like most drivers and would base my decision on which TNC to use upon how fairly they pay their drivers. I would also like to see proof that my entire tip goes to the driver and none is being kept by the TNC.
3. Cancellations – It is extremely frustrating when a driver arrives at my pickup and then cancels my ride when he learns of any of various conditions or situations. For example, animals, mobility devices, need for assistance entering and exiting the car, remote destinations, lots of luggage, etc.
4. Cancellations by Rider: I would like to know how the fee I pay for cancelling a ride is calculated, and how much of it goes to the driver for his inconvenience vs how much is kept by the TNC.
5. Rider Terms of Service Agreements: The agreement should be more clear as to what fees the rider is liable for when breaking the terms of service instead of being surprised by some unknown fee. These include but are not limited to: Returned Item fees, Cleanup fees, Unaccompanied Minors Fees, Child Seat Fees, etc.

WAS A FILE/IMAGE UPLOADED WITH THIS SUBMISSION? No

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